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May 18, 2010

*Via Electronic Submission*

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

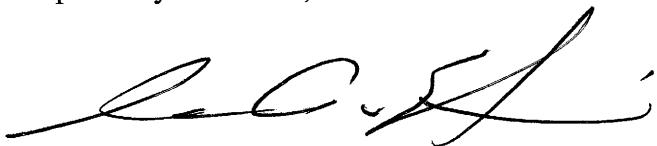
Re: Certification of CPNI Filing due March 1, 2010; EB Docket No. 06-36

Dear Ms. Dortch:

Televergence Solutions, Inc. ("Televergence"), by its undersigned counsel, hereby submits its CPNI compliance certificate and accompanying statement certifying compliance with Section 64.2001 *et seq.* of the Commission's Rules for the calendar year 2009. Televergence requests that the Commission waive or extend the March 1, 2010 filing deadline set forth in Section 64.2009 and accept Televergence's certification as timely filed. Acceptance of this filing as timely will further the public interest and the Commission's goal of compliance with the Commission's CPNI rules.

If you have any questions or require additional information, please contact the undersigned.

Respectfully submitted,



Glenn A. Harris  
Counsel for Televergence Solutions, Inc.

cc: Best Copy and Printing, Inc. (via e-mail at [fcc@bcpiweb.com](mailto:fcc@bcpiweb.com))

**Annual 47 C.F.R. § 64.2009(e) CPNI Certificate For The Year 2009**

**EB Docket 06-36**

Name of company covered by this certificate: Televergence Solutions, Inc. ("Televergence").

Date Filed: May 18, 2010

Form 499 Filer ID: 827994

Name of signatory: Deborah Ward

I, Deborah Ward, certify that I am an officer of the company named above, that I am acting as an agent of the company, and that I have personal knowledge that Televergence has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See, 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how Televergence's procedures ensure that Televergence is in compliance with the requirements set forth in Section 64.2001 *et seq.* of the Commission's rules.

Televergence did not initiate any actions at state public utilities commissions, state or federal courts, or the Federal Communications Commission against data brokers in 2009.

Televergence has not received any customer complaints during the calendar year 2009 concerning any unauthorized release of CPNI.

A handwritten signature in dark ink, appearing to read "Deborah Z Ward, CEO", is written over a horizontal line.

By: Deborah Ward

Title: Chief Executive Officer

Dated: May 18, 2010

## STATEMENT OF COMPLIANCE PROCEDURES

The operating procedures of Televergence Solutions, Inc. (“Televergence” or “Company”) to protect the privacy of Customer Proprietary Network Information (“CPNI”) are as follows:

1. Televergence makes no use of CPNI for sales or marketing purposes.
2. Televergence’s personnel who have access to CPNI have been trained regarding the permissible uses of CPNI. Televergence has a no tolerance policy for violations, and will discipline any individual who has been found in violation of CPNI requirements. Intentional or grossly negligent violations will result in termination. In other cases, discipline, up to and including termination, will apply, as appropriate.
3. Televergence discloses CPNI to third parties only pursuant to lawful purposes. In the event of any uncertainty, Televergence’s policy is to consult with legal counsel before responding to any request for CPNI from a third party.